



2018 City of Tempe Employee Survey

Please take a few minutes to complete this important survey. Your input will be used to help identify ways to improve the City's work environment for city employees.

Your responses will remain completely confidential. No personal identifying information will be shared with any City staff. The raw survey database will not be available to the City of Tempe or anyone other than the project management team from ETC Institute. ETC Institute will not release any data tabulations or databases in any format which could reveal the identity of individual respondents.

The City reserves the right, in its sole discretion, to redact and/or withhold from publication any defamatory, slanderous, or indecorous remarks against an individual, and any comments that may constitute a personal attack on a city employee, officer, agent, contractor, resident or member of the public. This section is reserved for comments concerning City of Tempe policies, procedures, operations, facilities, and to provide opportunities for expansion on questions included in this Survey.

Para solicitar esta encuesta en español, llame al 1-844-811-0411.

1. **Using a scale of 5 to 1, where 5 means "Strongly Agree" and 1 means "Strongly Disagree", please rate your level of agreement with each of the following statements.**

Professional Development/Career Mobility		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA
1.	I receive training to do my job effectively	5	4	3	2	1	9
2.	There is someone at work who encourages my career development	5	4	3	2	1	9
3.	I have been mentored at work	5	4	3	2	1	9
4.	I have received fair consideration for advancement and promotion, when available, within the City of Tempe	5	4	3	2	1	9
5.	I am aware of the City's educational partnerships, Tempe Professional Development Network, The Mentoring Program, and other programs related to professional development and career mobility	5	4	3	2	1	9
6.	The City's programs related to professional development and career mobility, such as educational partnerships, Tempe Professional Development Network, etc., are useful to me	5	4	3	2	1	9
7.	Overall, I am satisfied with the professional development opportunities that are available to me at the City	5	4	3	2	1	9

- 1a. **[Optional] How could the City improve professional development/career mobility for employees?**
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2. **The following adequately support my work-related needs:**

Organizational Support		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA
1.	City Manager's Office	5	4	3	2	1	9
2.	Strategic Management and Diversity	5	4	3	2	1	9
3.	Human Resources	5	4	3	2	1	9
4.	Information Technology	5	4	3	2	1	9
5.	Risk Management/Worker's Compensation	5	4	3	2	1	9

3. **The following programs/services adequately support my needs:**

1.	The wellness program	5	4	3	2	1	9
2.	City mediation services	5	4	3	2	1	9
3.	The Safe Haven process	5	4	3	2	1	9
4.	Tempe Employee View/Internal Audit reporting program	5	4	3	2	1	9
5.	The Director/Chief and Deputy Directors/Assistant Chiefs in my department are demonstrating and communicating the same values that are expected of me	5	4	3	2	1	9
6.	My physical work environment (building) is safe, clean and maintained in good operating order	5	4	3	2	1	9
7.	The City supports those with a disability	5	4	3	2	1	9
8.	Overall, I am satisfied with the support that is provided to employees by the City of Tempe	5	4	3	2	1	9

3a. [Optional] How could the City improve organizational support for employees?

4. Using a scale of 5 to 1, where 5 means "Strongly Agree" and 1 means "Strongly Disagree", please rate your level of agreement with each of the following statements.

Supervision/Working Environment		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA
1.	My immediate supervisor treats me with respect	5	4	3	2	1	9
2.	I know what is expected of me at work	5	4	3	2	1	9
3.	I have the materials and equipment I need to do my job effectively	5	4	3	2	1	9
4.	I am comfortable expressing my opinions about work related issues to my immediate supervisor	5	4	3	2	1	9
5.	I believe my opinions matter at work	5	4	3	2	1	9
6.	My work is appreciated by my immediate supervisor	5	4	3	2	1	9
7.	My immediate supervisor gives me clear expectations for work assignments	5	4	3	2	1	9
8.	My immediate supervisor makes good use of my time	5	4	3	2	1	9
9.	I receive constructive feedback on my job performance from my immediate supervisor	5	4	3	2	1	9
10.	The work I perform is evaluated fairly	5	4	3	2	1	9
11.	My immediate supervisor knows my career/job goals	5	4	3	2	1	9
12.	My immediate supervisor supports me in achieving my career/job goals	5	4	3	2	1	9
13.	Within the last 30 days I have received feedback on my job performance from my supervisor	5	4	3	2	1	9
14.	When I request training, my supervisor is open to working with me to ensure I can attend	5	4	3	2	1	9
15.	The Director/Chief and Deputy Directors/Assistant Chiefs in my department listen to me	5	4	3	2	1	9
16.	I believe the Director/Chief and Deputy Directors/Assistant Chiefs in my department support decisions made by my supervisor	5	4	3	2	1	9
17.	As a supervisor, I am supported when addressing staff issues (If applicable)	5	4	3	2	1	9
18.	Conflict in my work area is resolved effectively	5	4	3	2	1	9
19.	I believe assignments in my department are distributed fairly	5	4	3	2	1	9
20.	I believe exceptional job performance is recognized appropriately by managers/supervisors in my work unit	5	4	3	2	1	9
21.	I believe poor job performance is dealt with effectively by managers/supervisors in my work unit	5	4	3	2	1	9
22.	As a supervisor, I have been given the training, tools, and resources to lead my work unit	5	4	3	2	1	9
23.	I feel safe and comfortable in my work unit	5	4	3	2	1	9
24.	I am able to discuss physical and emotional safety with my supervisor	5	4	3	2	1	9
25.	My immediate supervisor has the tools to deal with conflict	5	4	3	2	1	9
26.	Overall, I am satisfied with the working environment in my department	5	4	3	2	1	9

4a. [Optional] How could the City improve supervision and/or the work environment for employees?

5. Please rate your level of agreement with each of the following statements concerning compensation and benefits.

1.	The City's health care plan meets my needs	5	4	3	2	1	9
2.	The amount that I pay for health care benefits is reasonable	5	4	3	2	1	9
3.	The City does a good job of informing me about my benefits	5	4	3	2	1	9
4.	The amount of leave that I receive each year meets my needs	5	4	3	2	1	9
5.	The amount I am paid is fair for the work I do	5	4	3	2	1	9
6.	I am satisfied with the City's deferred compensation benefits	5	4	3	2	1	9
7.	Overall, I am reasonably compensated in pay and benefits for the work I do	5	4	3	2	1	9

5a. [Optional] How could the City improve compensation and benefits for employees?

6. Using a scale of 5 to 1, where 5 means "Strongly Agree" and 1 means "Strongly Disagree", please rate your level of agreement with each of the following statements.

Employee Engagement		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/NA
1.	I receive information that affects my work in a timely manner from my immediate supervisor	5	4	3	2	1	9
2.	I can express my opinions about work related issues to my department Director/Chief and Deputy Directors/Assistant Chiefs	5	4	3	2	1	9
3.	Generally, communication between work units/divisions INSIDE my department is good	5	4	3	2	1	9
4.	Generally, communication between my work unit/division and work units/divisions OUTSIDE my department is good	5	4	3	2	1	9
5.	With respect to my job, communication between departments is good	5	4	3	2	1	9
6.	I have adequate input on decisions affecting my work	5	4	3	2	1	9
7.	The Director/Chief and Deputy Directors/Assistant Chiefs in my department use input from employees to make decisions	5	4	3	2	1	9
8.	I am encouraged to be innovative and come up with better ways to do things at work	5	4	3	2	1	9
9.	Employees in my department are highly motivated about accomplishing our goals	5	4	3	2	1	9
10.	Employees in my department take personal accountability for their actions and work performance	5	4	3	2	1	9
11.	Overall, I am satisfied with the level of employee engagement in my department	5	4	3	2	1	9
12.	I am aware of the City values (People, Integrity, Respect, Openness, Creativity, Quality, Diversity)	5	4	3	2	1	9
13.	I feel the City practices these values	5	4	3	2	1	9

6a. [Optional] How could the City improve employee engagement for employees?

7. Please rate your level of agreement with each of the following statements concerning peer relationships.

1.	My co-workers treat me with respect	5	4	3	2	1	9
2.	Conflict between co-workers is resolved effectively	5	4	3	2	1	9
3.	Overall, I am very satisfied with the quality of peer relationships among City employees	5	4	3	2	1	9

7a. [Optional] How could the City improve peer relationships among employees?

8. Are you aware of the Council priorities and the City's Strategic Plan (Planning Process)?

___(1) Yes ___(2) No

9. Are you proud to work for the City of Tempe? ___(1) Yes ___(2) No ___(9) Don't know

10. Overall, how satisfied are you with your current job?

___(1) Very satisfied ___(2) Satisfied ___(3) Dissatisfied ___(4) Very dissatisfied ___(9) Don't know

11. How has the quality of the environment in your work area changed since you started working for the City of Tempe?

___(1) Much better ___(3) Stayed the same ___(5) Much worse
 ___(2) Somewhat better ___(4) Somewhat worse ___(9) Don't know

12. **Would you recommend the City of Tempe as a place to work, to a friend or relative?**
 (1) Yes (2) No (9) Don't know
13. **Does the City's working environment and leadership encourage you to go above and beyond the minimum effort that is required for your job?**
 (1) Yes (2) No (9) Don't know
14. **I would like to finish my public service career with the City of Tempe.**
 (1) Yes (2) No (9) Don't know
15. **I have applied for a new position within the City of Tempe in the past two years.**
 (1) Yes (2) No

Demographics

The following information will help the City better understand the results for different employee groups within the City. ETC Institute will not report results at a level at which individuals can be identified.

16. **What gender do you identify with?**
 (1) Male (2) Female (3) Non-Conforming (4) Prefer not to answer
17. **What do you feel best describes your race? [Check all that apply.]**
 (1) White/Anglo (4) Native American/Alaskan Native (7) Prefer not to answer
 (2) Black/African American (5) Hispanic/Latino
 (3) Asian/Pacific Islander (6) Other: _____
18. **In which department do you work?**
 (1) City Attorney's Office (6) Fire Medical Rescue Department (11) Municipal Budget Office,
 (2) City Court (7) Human Services City Clerk's Office, Office
 (3) City Manager's Office (8) Internal Services of Strategic Management
 (4) Community Development (9) Police and Diversity, or Internal
 (5) Community Services (10) Public Works Audit
19. **Which job type BEST describes your position?**
 (1) Director/Chief or Deputy (2) Manager (3) Supervisor (4) Non-Supervisor
 Director/Assistant Chief
20. **How many years have you worked with the City?**
 (1) 1-10 years (2) 11-20 years (3) 21-30 years (4) 31+ years
21. **What is your employment status?**
 (1) Full-time permanent (3) Full-time temporary (5) Contract employee
 (2) Part-time permanent (4) Part-time temporary (6) Volunteer
22. **If you have any other comments/recommendations that would improve City operations, please write them in the space below.**
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If you would like a response to your specific concerns, please contact:

Tempe Employee View/Internal Audit Reporting: <http://team.tempe.gov/teams/ev/SitePages/Home.aspx>

Safe Haven: ginny_belousek@tempe.gov or (480) 350-8979

Human Resources: jon_oconnor@tempe.gov or (480) 350-8423

This concludes the survey – Thank you for your time!